Annual Direct Loan Conference

Session # 13

SFA Listens:
Direct Loan
Quality Assurance--
Tell Us How We Can Help

Direct Loan Quality Assurance Responsibility

The regulations simply state that a Direct Loan school must agree to

> "**provide for the implementation of a quality assurance system, as established by the Secretary and developed in consultation with the school, to ensure that the school is complying with program requirements and meeting program objectives**"

[34 CFR 685.300(b)(9)].

Goals of Quality Assurance

- Through self-assessment, institutions can:
  - Identify deficiencies
  - Address them with management improvements
  - Enhance performance

- In the process, institutions are able to:
  - Understand and comply with DL Program and other Title IV requirements
  - Develop innovative management approaches

Meeting QA in the DL Program

■ Institutions can meet DL QA by conducting **one of the following**:

– Completing the DL Management Assessment,

– Completing the Title IV Management Assessment,

– Running the Measurement Tools in EDExpress,

– Utilizing the NASFAA Self-Assessment Guide, or

– Utilizing any comparable QA analysis tool

What Tools Do You Use?

- Which of these suggestions do you find to be the most useful?

- What could ED/SFA do to make Direct Loan QA better?

- What could ED/SFA do to make it easier?

What Tools Do You Need?

- Do you want the form revised?
- Do you want software to complete form?
- Do you want software to perform measurement tools analysis?

EDExpress Direct Loan Tools

- Addition to current DL Tools software:
  - Provide format for QA Form
  - Provide Measurement Tools
- Available for all DL Schools
  - Extract from EDExpress Database
  - Import from External Source

Open for Discussion

Topics to Consider

■ Quality Assurance could assist in monitoring:

- – Overawards across loans for borrowers
- – Disbursements booked within 30 Days?
- – Number and percentages of rejects
- – How long it takes to resolve a reject
- – How long from entry to origination
- – How long from date of origination to batched

continued

Topics to Consider

■ Quality Assurance could assist in monitoring (continued):

- How long to import an origination
- How long to print a Prom Note
- How long to get a Prom Note signed
- How long to manifest a Prom Note
- How long to enter a disbursement

continued

Topics to Consider

■ Quality Assurance could assist in monitoring (continued):

– How long to import disbursement acknowledgement

– How long to batch disbursements from date of entry or date of disbursement

– How long to send a disbursement batch from date batched

Topics to Consider

■ Quality Assurance could assist in monitoring (continued):

– Number of Prom Notes printed by type for a specified period of time

– List of records not in an "A" status

– Disbursement to Drawdown Ratio

– Track number of days to return Excess Cash

Volunteer for Work Group

■ Contact us:

- – Direct Loan Operations:
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- – Quality Assurance Program:
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- – EDExpress Issues:
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What Role Can Schools Play in the Software Process?

- **Current role**
  - Focus Groups
  - Beta Review of Technical Reference
  - Beta Testing
- **Enhanced User Involvement**
  - Usability Testing
  - Requirements documentation review
- **Sign Up NOW!!!!**